

ServiceNow @ KARL STORZ SE & Co. KG

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Daten und Fakten auf einen Blick

Gründung

1945 in Tuttlingen (Deutschland)

Branche

Medizintechnik

Geschäftsfelder

Humanmedizin & Veterinärmedizin

Produktionsstandorte

Deutschland, USA, Estland, Schweiz

9.400

Mitarbeitende
weltweit

2,17 Milliarden

Euro Umsatz im Jahr 2023

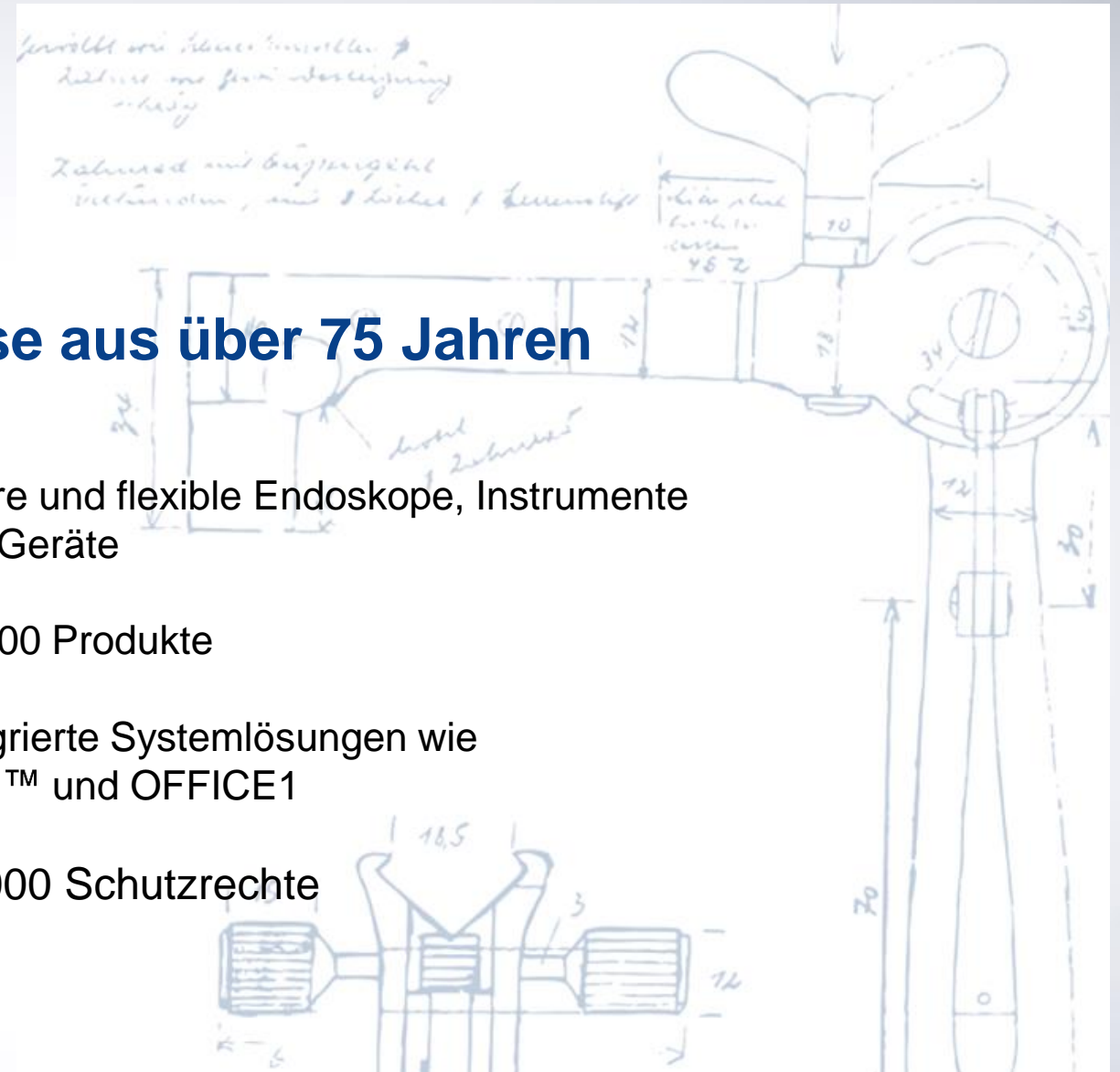
70+

Gesellschaften in 40+ Ländern



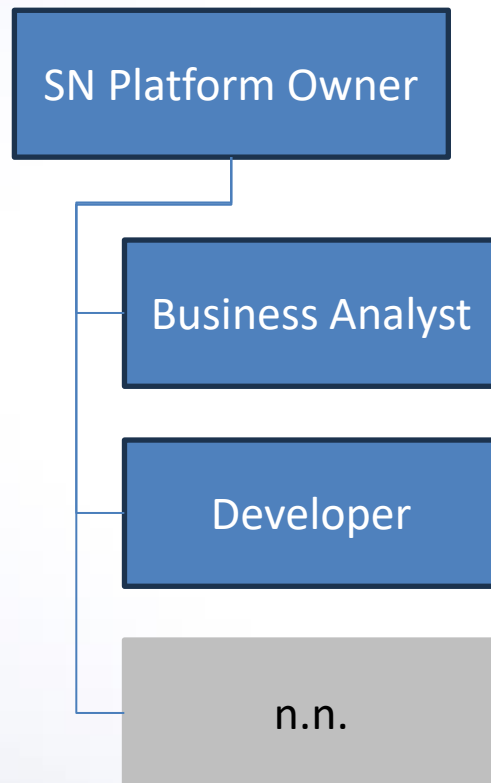
Expertise aus über 75 Jahren

- Starre und flexible Endoskope, Instrumente und Geräte
- 13.000 Produkte
- Integrierte Systemlösungen wie OR1™ und OFFICE1
- 10.000 Schutzrechte



ServiceNow Team

Global IT @ KS



External





Engagement

Customer Portal

Engagement
Messenger

Email

CTI/IVR

Virtual Agent

Live Chat

Universal Request

Walk-up Experience

Employee Center

Mobile App

Workspaces

Sidebar Discussions

Now Assist Panel



Customer Experience & Industry Solutions

Customer Service Mgmt	Field Service Mgmt	Financial Services Ops
Customer Case Mgmt	Work Order Mgmt	Financial Service Data Model
Engagement Messenger	Dynamic Scheduling and Dispatch	Payment Operations
Targeted communications	Planned Work Mgmt	Card Operations
Task Intelligence	Territory Planning	Document Processor
Communities & Knowledge Mgmt	Field Service Contractor Mgmt	Loan Operations
Playbook for CSM	Dispatcher Workspace	Deposit Operations
Workforce Optimization	Site Mapping	Manufacturing
Now Assist for CSM	Linear Asset Support	
Telco, Media & Technology	Now Assist for FSM	OT Manager
		Manufacturing Process Manager
Healthcare & Life Sciences	Patient Support Services	Public Sector
		Public Sector Digital Services Core
		Constituent Experience
Sales and Order Mgmt	Pre-visit Mgmt	Government agent experience
	EMR Help	Retail Operations
	Clinical Device Mgmt	
		Retail Operations Core

Technology Excellence

ITSM/ DevOps	IT Operations Mgmt	IT Asset Mgmt	Application Portfolio Mgmt
Incident Mgmt	Discovery	Software Asset Mgmt	Business Application Inventory
Problem Mgmt	Service Mapping	Content Library & Service	Application Rationalization
Change Mgmt	Service Graph Connectors	SaaS License Mgmt	Technology Portfolio Mgmt
Release Mgmt	Firewall Audit	Software Spend Detection	Strategic Portfolio Mgmt
Request Mgmt	Certificate Mgmt	License and cloud cost simulator	
Asset and Cost Mgmt	Tag Governance	SAM Success Tracking	Demand Mgmt
Continual Improvement	Agent Client Collector	Hardware Asset Mgmt	Innovation Mgmt
Digital Portfolio Mgmt	Event Mgmt	Hardware Asset Lifecycle Mgmt	Project & Portfolio Mgmt
DevOps Change Velocity	Metric Intelligence	Hardware Asset Reservation	Resource Mgmt
DevOps Config	Predictive AIOps	Hardware Content Library	Investment Funding
ITSM Success Dashboard	Health Log Analytics	Indoor Mapping for Asset	Roadmap Planning
Digital Product Release	Site Reliability Operations	Security Operations	Agile Development
Now Assist for ITSM	Intelligent CMDB Search		Scaled Agile Framework
Operational Technology	ITOM Cloud Accelerate	Security Incident Response	Test Mgmt
		Vulnerability Response	Timecards
		VR Patch Orchestration	Digital End-Point Experience
OT Visibility	Cloud Migration Assessment	Data Loss Prevent. Inc. Response	
OT Vulnerability Response	Cloud Service Catalog	Security Posture Control	Desktop Assistant
OT Service Mgmt	Cloud Account Mgmt		App Device Health

Employee Experience

HR Service Delivery	Workplace Service Delivery
HR Case Mgmt	Workplace Case Mgmt
Campaign Automation	Workplace Reservation
Ent. Onboarding & Transitions	Workplace Space Mapping
Employee Journey Mgmt	Workspace Visitor Mgmt
Employee Document Mgmt	Indoor Mapping
Listening Posts	Legal Service Delivery
Now Assist for HRSD	
Health & Safety	Legal Request Mgmt
	Legal Matter Mgmt
	Legal Counsel Center
Contact Tracing	Employee Growth & Dev.
Employee Health Screening	
Employee Travel Safety	
Health & Safety Dashboard	Learning
Workplace PPE Inventory Mgmt	Manager Hub
Workplace Safety Mgmt	Career Conversation
Health & Safety Testing	Mentoring
	Opportunity Marketplace
	Skills Intelligence Workspace

Operational Excellence

Integrated Risk Mgmt	Enterprise Asset Mgmt
Policy & Compliance	Enterprise Asset Mgmt
Risk Mgmt	Enterprise Asset Lifecycle Mgmt
Audit Mgmt	Enterprise Asset Inventory Mgmt
Privacy Mgmt	Indoor Mapping for Asset
Third-party Risk Mgmt	ESG Mgmt
Vendor Risk Mgmt	ESG Mgmt
Third-party Risk Mgmt	ESG Metric Definition
	ESG Workspace
Business Continuity Mgmt	Supplier Lifecycle Operations
Business Continuity Mgmt	Supplier Mgmt Workspace
Business Impact Analysis (BIA)	Supplier onboarding
Crisis Mgmt	Supplier collaboration portal
Sourcing & Procurement OpS	Supplier intelligence
	Account Payable Operations
Procurement Case Mgmt	
Procurement Workspace	Account Payable Invoice Processing
ShoppingHub	
Purchase and Receipt Automation	

Hyperautomation & Low-code

App Engine	Automation Engine
App Engine Studio	Integration Hub
App Template	RPA Hub
Delegated Development	Unattended Robots
Unlimited custom Apps and tables	Attended Robots
App Engine Mgmt Center	Document Intelligence
Now Assist for Creator	Automation Center
	Stream Connect for Apache Kafka
Vault	App Engine for ERP
Platform Encryption	ERP Customization mining
Cloud Encryption	
Zero Trust Access	
Data Privacy	ERP Canvas
Log Export Services	
Code Signing	



Now Platform

Single tenant cloud
One architecture

Single and Reusable
Data Model

Core Services

Service Catalog
Knowledge Mgmt
Service Level Mgmt
CMDB / CSDM
Survey and Assessments
AI Search
Visual Task Board
Document Mgmt

Intelligence & Generative AI

Platform Analytics
Natural Language Understanding
Predictive Intelligence
Process Mining
Now Assist for Search
Now Assist for Virtual Agent
Now Assist framework
Generative AI Controller

Admin & Configuration

Admin Center
Web UI & Mobile Builder
Process Automation Designer
Workflow Studio
Advanced Work Assignment
Automated Test Framework
Seamless upgrades
Domain Separation

Integration Services

Web services
Import & Export
Inbound Email
Embedded Integrations
Integration Hub
Integration with Microsoft Teams
Instance data replication

Security and Compliance

ACL & Roles	Database Encryption
LDAP Integration	Cloud Encryption
Instance Security Center	Column Level Encryption ENT
Multi-factor authentication	Full Disk Encryption
Antivirus Scanning	CLE Enterprise KMF
Data Certification	Vault
Subscription Mgmt	FEDRAMP / GCC

Vielen Dank für Ihre Aufmerksamkeit!

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KARL STORZ — ENDOSKOPE

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